

**COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU**

Departmental Quality Improvement Council Meeting

A G E N D A

January 11, 2016
9:00 – 10:30 a.m.
550 S. Vermont Ave., 10th Floor Conference Room
Los Angeles, CA 90020

Naga Kasarabada, Ph.D., Chair

Karen Lee, M.D./Carol Eisen, M.D., Co-Chairs

I	9:00 - 9:05	Introductions & Review of Minutes	QIC Members
II	9:05 – 9:15	Clinical Quality Improvement ➤ OMD Report	K. Lee M. O'Donnell
III	9:15 – 9:50	➤ Interpreter Services for the Hearing Impaired in non-English Languages ➤ SA QI Project Update ➤ MHSIP Provider Data Update – May 2015 ➤ Test Calls – CY 2016	V. Joshi
IV	9:50 – 10:00	Patients' Rights Office ➤ Change of Provider Report	M. Hernandez J. Walker
V	10:00 – 10:15	Cultural Competency Updates	L. Ximenez
VI	10:1 – 10:25	Policy Update – Office of Compliance	R. Faveau
VII	10:25: 10:30	Announcements:	

Next Meeting
February 8, 2016
9:00 – 10:30 a.m.
550 S. Vermont Ave. 10th Floor Conference Room
Los Angeles, CA 90020

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes**

Type of Meeting	Departmental Quality Improvement Council	Date:	January 11, 2016	
Place	550 S. Vermont Ave., 10 th Floor Conf. Rm.	Start Time:	9:00 a.m.	
Chair	Naga Kasarabada/Vandana Joshi, Ph.D.	End Time:	10:30 a.m.	
Co-Chair	Carol Eisen, M.D./Karen Lee, M.D.			
Members Present	Antonio Banuelos; Aprill Baker; Bertrand Levesque; Caesar Moreno; Carol Eisen; David Tavlin; Debra Mahoney; Debi Berzon-Leitelt; Elisabeth Gildemontes; Elizabeth Dandino; Emilia Ramos; Gassia Ekizian; Greg Tchakmakjian; Helena Ditko; Jamie Walker; Jonathan Pattow; Kary To; Kimber Salvaggio; Leticia Ximenez; Lisa Harvey; Linda Roseth; Maria Gonzalez; Margaret Faye; Martin Hernandez; Mary Camacho Fuentes; Michael Tredinnick; Michelle Munde; Michelle Rittel; Misty Aranoff; Monika Johnson; Randolph Faveau; Reyne Brown; Tonia Amos Jones; Vandana Joshi;			
Excused/Absent Members	Ann Lee; Barbara Paradise; Helena Ditko; Karen Lee; Mary Ann O'Donnell; Naga Kasarabada; Sandra Chang-Ptasinski; Pamela Inaba			
Agenda Item & Presenter	Discussion and Findings		Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Call to Order & Introductions	The meeting was called to order at 9:00 a.m.		QIC members attended this meeting.	Dr. Joshi in the absence of Dr. Kasarabada
Review of Minutes	The December minutes were reviewed.		Minutes were reviewed and approved as noted.	QIC Membership

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Clinical Quality Improvement OMD Report	Dr. Eisen stated that the draft Suicide Risk Assessment policy is moving along very well.		C. Eisen
Interpreter Services for the Hearing Impaired in non-English Languages	Dr. Joshi announced that all providers should know Interpreter Services for Hearing Impaired for Spanish speaking clients can be requested though the ACCESS Center. Dr. Tredinnick confirmed that the ACCESS Center is looking into a contract for Sign Language in other languages besides Spanish.		V. Joshi
SA QI Project Update	SA-QI project Update. Dr. Joshi reported that the data for the SA Project on Spirituality Parameters has been analyzed. Baseline data was analyzed separately for survey responders who were Clinical, Administrative and Case Managers. Handouts were distributed and reviewed by the group. Nearly 30% of the administrative staff who responded to the survey also answered clinical questions thereby implying that some of the administrative staff is also doing clinical work. Dr. Ximenez presented on the project and said that she will continue to do these trainings in SAs as needed and requested.		V. Joshi

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
MHSIP Provider Data Update – May 2015	<p>Spring 2015 MHSIP provider tables were distributed for all 4 survey types (YSS, YSS-F, Adults and Older Adults). The tables included data from providers that had at least 15 survey responses for each survey location. The responses from consumers in each survey location were compared with the Countywide (CW) average. Provider Numbers whose responses were below the CW average are highlighted in the table for further discussion with providers in the SA-QI meetings.</p> <p>The Calendar Year (CY) 2016 Test Calls Project guidelines and instructions are being developed and are in the process of approval by Dr. Kasarabada. The question on “how long you were on hold” has been removed from the Test Calls Survey because it does not accurately measure wait time and we have other data sources that better measure wait-time for ACCESS Center Calls. In addition in 2016, the QID has developed an Online Survey Form for the Test Calls Survey. All survey data on this project from the SA Liaisons should be submitted using the Online Survey link which will be included in the instructions. The main purpose of using an Online Survey Form for the 2016 Test Call Project is to avoid any missing data for survey questions. The CY 2016 test calls will include at least one beneficiary grievance/information call and two crisis scenario calls per the recent State requirement in quarterly updates for this data.</p>		<p>V. Joshi</p> <p>V. Joshi</p>

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Patients' Rights Office (PRO)	Mr. Hernandez is currently gathering information for the State Systems Review Audit. He asked QI liaisons to inform the QI Liaisons of each clinic that he will be contacting them to request evidence of compliance with informing materials. Some directly operated clinics were contacted already regarding Change of Provider Request forms. He also stated that providers need to offer beneficiaries the Guide to Medi-Cal Mental Health Services and the Provider Directory when beneficiaries are first provides services and when they request these materials, this needs to be documented.		M. Hernandez
Cultural Competency Committee Updates (CCC)	Dr. Ximenez announced at the next CCC meeting the Goals and objectives will be discussed for the upcoming year. Members will be discussing nominations to elect/re-elect the new co-chairs. Also she announced the LGBTQ UREP is sponsoring a two-day youth training for Service Areas 2,4,6, and 8. There are 40 slots per Service Area open both to DO and Contract providers (as of today all SAs slots except SA 2 are full). The District Chiefs sent the information to their providers. This training will focus on identifying the unique challenges faced by LGBTQ Youth and how to respond to their mental health needs.	Next meeting: January 13, 2016.	L. Ximenez
Policy Update – Office of Compliance	Mr. Faveau from Compliance Privacy and Audit Services Bureau provided an update on policies and reviewed the handout.		R. Faveau

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Handouts:	<ul style="list-style-type: none">➤ Parameters for Spiritual Support (4.15) Post Survey➤ Parameters for Spiritual Support Baseline Survey➤ Spring 2015 – Adult Subscale Domains Percent Respondent with “Agree or Strongly Agree” Responses➤ Older Adult 2015 – Subscale Domains Percent Respondents with “Agree or Strongly Agree” Responses➤ 24/7 Access Line Test Calls Survey/LA County Scenarios for the Test Calls – CY 2016➤ Policy/Procedure Update January 11, 2016		

Respectfully Submitted,

Vandana Joshi, Ph.D.